



About the Baldrige Performance Excellence Program

Created by Congress in 1987, the Baldrige Program helps organizations improve and succeed in the competitive global marketplace. It is the only public-private partnership and Presidential award program dedicated to improving U.S. organizations. In collaboration with the greater Baldrige community, the Baldrige Program offers a systems approach to organizational excellence, award-winning leadership development, self-assessment tools, organizational assessments by teams of trained experts, presentations and workshops on how to improve, and conferences and other events that showcase best management practices.

Baldrige in Colorado

- **16 Colorado applicants for the Baldrige Award (2005–2015)**
- **1 Colorado award applicant in 2015 represents 1,364 jobs, 13 work locations, about \$210 million in revenues/budgets, and an estimated 158,000 customers served.**
- **9 Baldrige examiners from Colorado volunteered over \$136,000 in services in 2015.**

Colorado National Role Models

Elevations Credit Union, nonprofit, 2014 (Boulder)

Poudre Valley Health System (now University of Colorado Health), health care, 2008 (Fort Collins)

Kenneth W. Monfort College of Business, education, 2004 (Greeley)

CH2MHILL–OMI (f/k/a Operations Management International), service, 2000 (Greenwood Village)

Success Story



A member-owned, nonprofit credit union with over \$1.4 billion in assets, Elevations Credit Union serves over 100,000 members in Boulder, Broomfield, Larimer, and Adams counties, providing a wide range of financial products and services. Headquartered in Boulder, with 10 branches in nearby counties, it employs 332 people and has \$66 million in gross revenue.

Selected Results

- Named “Best Financial Institution” by readers of the *Boulder Daily Camera* for 15 of 16 years
- Top 20% nationally for financial products per household (just over 2.3) in the as measured by the Raddon Financial Group, a credit union benchmarking firm
- Improvement in Net Promoter System scores (measuring customer engagement and loyalty) from 62 to 65 over 3 years, and for new product transactions, from just over 60 to nearly 80 over 3 years for overall transactions
- More mortgage volume in Boulder County than its competitors; in summer of 2014, closed one third of all mortgages in the county
- Employee scores for “has a winning team” at 85%, “builds careers” at 70%, “makes me proud to be part of this organization” at 90%, and “gives me the responsibility and freedom to do my job” at 88%
- Improvement from 49 to 37 days in mortgage lending cycle time over 2 years

Rocky Mountain Performance Excellence

The Alliance for Performance Excellence (<http://www.baldrigepe.org/alliance/>), a network of regional, state, and local Baldrige-based programs, serves organizations from all industry sectors and nearly all U.S. states. These programs rely on the Baldrige Program for the Baldrige Excellence Framework and other resources but operate without financial support from the Baldrige Program. Incorporated in 2000 as a 501(c) (3) nonprofit corporation, Rocky Mountain Performance Excellence (RMPEX; <http://www.rmpex.org/>) helps organizations improve performance and achieve results. The approach is based on the Baldrige Excellence Framework, a proven framework that brings innovation and results to any organization. RMPEX serves Colorado, Montana, and Wyoming.

2012–2015 Rocky Mountain Performance Excellence Award Winners in Colorado

AlloSource (Peak)	Littleton Adventist Hospital (Timberline)
Donor Alliance Inc. (Peak)	Sky Ridge Medical Center (Timberline)
City of Fort Collins (Peak)	RTD FasTracks Program (Timberline)
Denver Health (Peak)	El Paso County School District 49 (Foothills)
Elevations Credit Union (Peak)	Strategic Programs, Inc. (High Plains)
Poudre Valley Health System (Peak)	

Success Story



The City of Fort Collins, Colorado, is a full-service municipal corporation operating under a home rule Council-Manager form of government. The City is nationally recognized by various organizations and magazines as a best place to live. The community has access to outdoor activities and local cultural amenities, and is renowned for its bike-friendly, small-town feel. The City's mission statement is "Exceptional service for an exceptional community." From 2009 to 2014, crime declined steadily, with the first-quarter 2014 crime rate lower than 92% of cities of a similar size.

AHCA/NCAL National Quality Award Winners in Colorado

The [AHCA/NCAL National Quality Award Program](#) provides a pathway toward performance excellence for providers of long-term and postacute care services. The program is based on the core values and criteria of the Baldrige Performance Excellence Program.

Life Care Center of Evergreen (2015, Silver)	E. Dene Moore Care Center (2014, Bronze)
Cedars Healthcare Center (2015, Bronze)	Elms Haven Center (2014, Bronze)
Life Care Center of Aurora (2015, Bronze)	Golden Peaks Center Genesis HealthCare (2014, Bronze)
Mantey Heights Rehabilitation and Care Center (2015, Bronze)	Pueblo Center Genesis HealthCare (2014, Bronze)
Pioneer Health Care Center (2015, Bronze)	Villa Manor Care Center (2014, Bronze)
Holly Heights Nursing Center (2014, Silver)	Cheyenne Mountain Care and Rehabilitation Center (2013, Bronze)
Mesa Vista of Boulder (2014, Silver)	Christopher House Rehabilitation & Care Community (2013, Bronze)
Brookshire House (2014, Bronze)	Life Care Center of Evergreen (2013, Bronze)
Brookside Inn (2014, Bronze)	Mesa Manor Care and Rehabilitation Center (2013, Bronze)
Colorado State Veterans Center—Homelake (2014, Bronze)	Valley Manor Care Center (2013, Bronze)
Colorado State Veterans Home (2014, Bronze)	

Robert W. Carey Performance Excellence Award Winners in Colorado

The Secretary of Veterans Affairs' [Robert W. Carey Performance Excellence Award](#) recognizes organizations within the Department of Veterans Affairs that have implemented management approaches that result in sustained high levels of performance and service to veterans. The award criteria are aligned with the Baldrige Framework.

VA Health Administration Center (Achievement, 2010)